

# Hadi Gunawan

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## SUMMARY

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I am a Bachelor of Informatics Engineering (Computer Science) from Universitas Pamulang. I have relevant working experience as Data Analyst specified as Tableau Developer for 2 months and also have experience as Data Analyst (intern) for approximately 3 months. I have the enthusiasm to work in the field of data science, such as data analyst, business intelligence, data intelligence, data engineer, etc., but do not rule out opportunities in other fields.

I am familiar with data science tools/software and methodologies, some of which I learned from my major in university and online courses, such as Python, SQL, Databases, Tableau, Power BI, Google Data Studio, Ms. Excel, etc., and also soft skills that are useful in this area (which I honed while working in my previous job), such as communication, negotiation, problem-solving, and collaboration. willing to learn and adapt to the technology and also the people in the team.

## EXPERIENCE

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### Data Analyst – Tableau Developer, PT. Bank Negara Indonesia (Persero) Tbk Oct 2022-Dec 2022

- Develop data processing and/or analysis and develop execution strategies.
- Work with user, PIC, and Engineering team to clean the data and implementing best practices when creating the dashboard.
- Manage analytics and engineering work activities in full-cycle on timeline, scope, and deliverables.
- **Make presentations, documents, or reports** related to the progress of analytical and engineering work.
- **Build and develop dashboards for various departments, users, and the Board of Directors (BOD).** Have successfully **built/develop more than 9 dashboards with Tableau in 2 months.**

### Data Analyst Intern, SAC Indonesia

June 2022-Sept 2022

- Validating, cleaning, and gathering data from various sources for analysis.
- contribute to **completing a report for clients** (weekly or monthly report), and successfully completed approximately 20 reports during the internship.
- contribute on doing **social media sentiment analysis** and client **competitor analysis**.

### Retention and Winback, MyRepublic Indonesia

Aug 2018-July 2020

- Make outbound calls to customers who have a tendency to churn/move to other competitors in order to **minimize the occurrence of churn (customer and target-oriented)**, do surveys, upsell products, etc.
- helping customers by escalating reports related to customer problems and rewards to customers. Using **Google Sheets, CRM**, and tools such as Zendesk, internal CRM, Hermes
- Successfully achieve **100% of KPI every month** or even more.

## LICENSE AND CERTIFICATIONS

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### SQL Fundamentals Track (DataCamp)

Learning and practicing about Structured Query Language (SQL), in this course I'm learning from basic to intermediate, window functions, correlated queries, nested queries, Common Table Expressions (CTE), built-in PostgreSQL functions and many more.

### Python Fundamentals Track (DataCamp)

Learning and practicing about python from basic (Data Analysis, Exploratory Data Analysis (EDA)), learn some packages and libraries such as Pandas, Matplotlib (Data Visualization), and NumPy

### Tableau Fundamentals Track (DataCamp)

Learning and practicing about data preparation, data interpretation, identification, data visualization, getting insight from data, building dashboard, make a storytelling of data using Tableau.

**And many more (don't hesitate to visit my LinkedIn profile, thank you)...**

## SKILLS

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**Hard Skills and Software:** SQL, Tableau, Python, Power Bi, Google Sheets, Google Data Studio, Ms.Office (Excel, Word, PowerPoint), Figma, MySQL, SQL Server, Google BigQuery, HTML, CSS, Github, Adobe Photoshop, Balsamiq Mockup, VSCode.

**Soft Skills:** Communication, Critical Thinking, Teamwork, Adaptability, Problem-Solving, Collaboration.

## EDUCATION

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**Bachelor of Informatics  
Engineering (Computer  
Science)**

**Universitas Pamulang**

**Sept 2017-Dec 2021**

**GPA: 3.46/4.00**

**Relevant coursework:** Database, Algorithms and Programming, Data Communication, Statistics, Informatics Logic, Basic Physics, Computer Programming, Data Structures, AI, DSS.